**Section 230.410 Grievances and Appeals to the Area Agency on Aging**

a) The Area Agency on Aging (AAA) shall have a grievance and appeal process that includes the following:

1) Pursuant to 42 USC 3027(a)(5)(B), the AAA shall have written grievance procedures for an older individual who is dissatisfied with, or denied, services under an area plan; and

2) Pursuant to 42 USC 3027(a)(5)(A), the AAA shall have written appeal procedures for a service provider whose application to provide services under an area plan is denied or whose subgrant or contract with the AAA under an area plan is suspended, terminated, or not renewed.

b) Minimum requirements for all grievance and appeal procedures before the AAA include the following:

1) An older individual or the individual's representative may make a complaint to the AAA in either oral or written form. The AAA shall document the oral complaints in writing;

2) The AAA shall investigate the complaint and act to resolve the matter; and

3) The AAA shall respond in writing within 30 calendar days after receipt of the complaint. The written response shall include:

A) The date the complaint was received;

B) The nature of the complaint or adverse action and relevant dates;

C) All actions taken to resolve the complaint; and

D) Notice of the right to appeal to the Department, if any.

(Source: Amended at 45 Ill. Reg. 10780, effective August 10, 2021)